




KANSAS DEPARTMENT OF CORRECTIONS

	INTERNAL MANAGEMENT POLICY AND PROCEDURE	SECTION NUMBER 14-147	PAGE NUMBER 1 of 6
		SUBJECT: PAROLE SERVICES: Parole Duty Officer	
Approved By:  Secretary of Corrections		Original Date Issued: 04-05-06	
		Current Amendment Effective: N/A	
		Replaces Amendment Issued: N/A	
Reissued By:  Policy & Procedure Coordinator		The substantive content of this IMPP has been reissued as per the appropriate provisions of IMPP 01-101. The only modifications within the reissue of this document concern technical revisions of a non substantive nature. Date Reissued: 05-26-11	

POLICY

The Parole Services Division is committed to serving it's clientele and the community during normal working hours and beyond. In order to provide access to Parole Services staff beyond normal working hours, mechanisms for callers to leave messages shall be established. Messages will be reviewed by a duty officer and urgent messages responded to in a timely manner. Parole Services Duty Officers shall be located in strategic locations throughout the State of Kansas and shall be available to field inquiries from offenders, community resources, victims, law enforcement and the general public. Safety plans shall be developed for designated high risk offenders. Statewide law enforcement personnel shall be provided with Parole Services contact information and protocols used for reporting offender law enforcement contact and emergency situations.

DEFINITIONS

Designated High Risk Offender: An offender who, in the judgment of the parole officer and parole supervisor, could cause risk to the public based upon previous violent criminal activity, specific threats made toward others, or due to recent post-conviction comments and behavior.

Duty Officer: A parole officer or supervisor designated to respond to calls when other office staff are unavailable. Such officers will be equipped with access to offender database information and contact information to be used when emergency situations arise.

Electronic Monitoring: Restriction of the offender's movement by establishing a curfew schedule that is tracked by an electronic monitoring or a global positioning satellite device. Any reference to electronic monitoring in this document shall also refer to a Global Positioning Tracking System.

Emergency: A situation in which an offender is exhibiting behavior in the community that is determined to constitute harm or threat of harm to the public.

PROCEDURES

I. After Hours Contact Information

A. Parole staff shall personally provide the following information to key area law enforcement personnel located in counties to which parole staff are assigned:

1. Duty officer contact number(s) and alternative contacts (if applicable); and

2. Scenarios for which parole staff consider to be of an emergent nature which may result in a call to the duty officer.
- B. Each parole office shall have an answering machine which shall include a message containing the following elements:
1. Normal office hours and that the office is currently closed;
 2. An indication that messages will be reviewed at least once daily by the parole duty officer, and a response made as soon as possible if determined by that officer to merit an immediate response, but no later than the next working day;
 3. That law enforcement personnel reporting emergencies should refer to contact phone numbers provided to them by parole staff.

II. Duty Officer Coverage

- A. Duty officers shall be assigned to specific geographical areas.
- B. Duty officers shall be assigned to Hutchinson, Wichita and Pittsburg in the Southern Parole Region and Salina, Topeka, Kansas City and Olathe in the Northern Parole Region.
- C. Each duty officer will be provided with a duty bag that includes the following equipment:
1. Cell Phone;
 2. Laptop computer with wireless access to OMIS, TOADS, and KDOC e-mail;
 3. Log book;
 4. Blank Orders to Arrest and Detain;
 5. Duty officer guidelines and emergency protocols;
 6. IMPP 01-113 Incident Reports and Immediately Reportable Incidents;
 7. Special Enforcement Officer Duty Officer listing; and
 8. Resource telephone listing: Law enforcement officers, Victim Services and parole staff contact numbers.

III. Duty Officer Schedules

- A. Parole Supervisors shall be responsible to prepare and distribute duty officer schedules for their unit.
1. Cooperative schedules among the units will be made in Wichita, Topeka and Kansas City.
 2. Once prepared, schedules will be e-mailed to those staff included on the duty roster and the parole director.
 3. Each duty officer schedule will also be posted on the public folders in KDOC e-mail system and made accessible to all staff. A folder is available under "Parole", entitled "Duty Officer".
- B. Staff are expected to be aware of the duty officer schedule and to be available to serve as scheduled.

1. Should a complication arise, staff are responsible to arrange for any coverage needed and notify their supervisor.
2. Parole Supervisors are designated as the relief for any vacancies in the schedule that occur due to staff turnover, or should a staff member be unable to serve as duty officer due to illness or extenuating circumstance.
3. If parole staff assigned as duty officer develops a conflict that may inhibit their ability to serve as duty officer, contact shall be made with their parole supervisor to discuss the situation and arrange for alternative coverage as necessary.

IV. Expectations Of Duty Officers

- A. The duty officer must carry the phone at all times during the duty week, including during business hours, and the laptop computer and other duty officer equipment should be available at all times.
 1. The expectation is that staff be available and answer calls made to the duty officer phone as they occur.
 2. Should a circumstance or event prevent staff from answering a call immediately, the phone and voice mail should be checked as soon as possible.
 3. Should staff spend time in an area where cellular reception may be compromised, the phone and voice mail should be checked no less than once every hour, and any calls returned promptly.
- B. Staff do not need to travel to a parole office in order to respond to a duty officer call, however, some calls may require travel to a parole office in order to ascertain a situation and/or respond appropriately. Therefore, it is recommended that the duty officer stay in the general geographic area/proximity of the work site in case a trip to the office is necessary, or the duty officer encounters an extenuating circumstance and the equipment needs to be provided to another staff member.
- C. Non-exempt staff are required to document and be compensated for any time spent responding to calls or documenting duty officer work.
 1. Duty time should be documented on time sheets in quarter hour increments.
 2. Time spent responding to duty officer issues may be included in the 40 hour work week or considered compensatory time, as determined by the parole supervisor.
 3. Although all non-exempt staff are required to file Leave/Overtime/Compensatory Time slips, their failure to do so shall not be considered grounds for denying compensation for hours worked that are over the 40 hour work week.
 - a. Non-exempt staff who habitually ignore documentation requirements related to either the filing of necessary Leave/Overtime/Compensatory Time slips, or who fail to obtain supervisory approval for hours worked that are over the 40 hour work week when they have been instructed to do so may be subject to disciplinary action up to, and including, termination.
 4. Mileage may be claimed, at the state rate, for any necessary travel to the parole office or other locations that are necessary to respond to duty officer issues.
- D. At the beginning of each duty period, the person receiving the duty officer bag is responsible for checking the kit to ensure that all necessary equipment is present and in working condition. This includes but is not limited to:

1. Making sure cellular telephone is on and battery charged;
 2. Ensuring that any unresolved voice mail messages are addressed;
 3. Ensuring that the log book is current;
 - a. An entry stating when the duty officer responsibility changes and to whom should be made when receiving the log book.
 4. Making arrangements to obtain another log for use when the log book is nearly full;
 5. Ensuring that the laptop computer and any wireless antennas or other equipment is present;
 6. Making sure that duty officer guidelines, resource information and phone number listings are in place; and
 7. Confirming, and if necessary, updating the list of high risk offenders in a contract or residential program.
- E. For each call received or responded to by the duty officer, a log entry should be made.
1. Duty log entries should include the date and time of the call, a short summary of the circumstances prompting the call, the duty officer's response, and the approximate amount of time involved in responding to the call.
 2. A contact note should be made in the appropriate offender's file in TOADS at the time of the duty officer response.

V. Criteria For Designated High Risk Offenders

- A. A designated high risk offender is determined by a case staffing between the parole officer and parole supervisor when the offender is released to supervision, is on GPS or electronic monitoring, or is admitted into a residential program.
- B. The designation may also be made during the offender's tenure in the program if circumstances change and the parole officer and parole supervisor agree.
- C. The designation will be made if someone specific, a staff or community member, would be immediately at risk based on recent or post-conviction offender comments or behavior.
- D. If offender meets criteria and the parole supervisor agrees, a safety plan must be completed (see Attachment B).
 1. A copy of the safety plan should be provided for the offender's case file, the duty officer file, and victim services staff if they are involved in the case.
 2. A copy should also be provided to the staff of the program where the offender resides, who should be made aware of the need to contact the parole duty officer as specified on the plan.

VI. Protocols For The Issue Of Orders To Arrest And Detain

- A. An Order to Arrest and Detain should generally be issued for offenders when a duty officer is notified of the following events:

1. Offender being arrested for perpetrating domestic violence or other violent offense;
2. Offender in a residential program is acting out violently and needs to be contained;
3. A designated high risk offender has gone AWOL from a residential program; and/or
4. A designated high risk offender has EM/GPS with a strap tamper alarm, and the alarm has been activated.

VII. Process For The Issue Of Orders To Arrest And Detain

- A. In order for an Order to Arrest and Detain to be issued, a violation must be entered in TOADS. The Order to Arrest and Detain can then be created.
 1. The Order to Arrest and Detain will then need to be saved in an alternate format so it can be e-mailed to the appropriate law enforcement agency.
 2. Staff can prepare an A&D in MS Word format and e-mail it to the law enforcement agency. If this method is used, the violation data will need to be entered in TOADS no later than the next business day.
 3. Any time an Order to Arrest and Detain is issued, a contact note should be made at that time.
 - a. Content should indicate that an Order to Arrest and Detain was issued, why, and to whom it was distributed.
- B. OMIS movements should be entered anytime that an Order to Arrest and Detain or warrant is issued.
 1. Should a warrant be withdrawn by a duty officer, OMIS movements shall be entered as soon as possible to reflect those actions.

VIII. Response Protocols

- A. If any of the following events occur, including those considered immediately reportable under IMPP 01-113, the Parole Director or designee shall be notified at the earliest possible time: (* indicates immediate reporting requirement per IMPP 01-113)
 1. Vandalism or theft of a state vehicle;
 2. Fire or burglary at a parole office;*
 3. Offender death in a contracted program;
 4. Natural disaster causing damage to or impacting parole office operations;*
 5. Any physical battery involving an offender and staff;*
 6. Physical batterings involving on duty staff; *
 7. Threats of bodily harm or batterings that occur at a parole office;*
 8. Significant injury, drug overdose requiring emergency care or death of an on-duty staff member or offender in custody on a KDOC warrant;*

9. Offender on offender battering at a parole office which results in hospitalization/ER treatment;*
10. Hostage situations;* or
11. Any other situation that has a high likelihood of drawing media attention.*

IX. Response Guidelines For Commonly Encountered Events

- A. Attachment A provides response information to commonly encountered events confronting duty officers.
- B. If circumstances arise for which the duty officer is unsure of the appropriate response, the contact list contained in the duty bag or appropriate staff listed with particular areas of expertise on e-mail public folders shall be consulted.
 1. In the event that contact cannot be made with staff, and immediate action is necessary, the Central Office Duty Officer shall be contacted.
 - a. The Central Office Duty Roster shall be maintained in the duty bag and on e-mail public folders.

NOTE: The policy and procedures set forth herein are intended to establish directives and guidelines for staff and offenders and those entities that are contractually bound to adhere to them. They are not intended to establish State created liberty interests for employees or offenders, or an independent duty owed by the Department of Corrections to employees, offenders, or third parties. Similarly, those references to the standards of various accrediting entities as may be contained within this document are included solely to manifest the commonality of purpose and direction as shared by the content of the document and the content of the referenced standards. Any such references within this document neither imply accredited status by a Departmental facility or organizational unit, nor indicate compliance with the standards so cited. The policy and procedures contained within this document are intended to be compliant with all applicable statutes and/or regulatory requirements of the Federal Government and the state of Kansas. This policy and procedure is not intended to establish or create new constitutional rights or to enlarge or expand upon existing constitutional rights or duties.

REPORTS REQUIRED

None.

REFERENCES

IMPP 01-113

ATTACHMENTS

Attachment A – Response Guidelines for Commonly Encountered Events – 1 page
Attachment B – Safety Plan for Designated Officers – 2 pages

Response Guidelines for Commonly Encountered Events

Offender arrested for a serious or violent offense

- Check OMIS/TOADS to verify on that the offender is still under supervision (movement record, sentence summary screen, good time log, contact notes)
- Issue A&D and e-mail or fax to the arresting agency/detention center
- Enter a contact note in TOADS summarizing the offender's status and duty officer action taken
- Enter an OMIS movement to indicate the offenders detention and any KDOC A&D or warrant issued

Steps needed for warrant confirmations

- Ask LEO to check NCIC
- Check KASPER
- IN OMIS – check movement record, sentence summary, good time log and contact notes
- Verify offender is on supervision.
- If a discrepancy exists or if you are unable to verify a warrant in OMIS/TOADS and circumstances indicate that a warrant may have been issued, contact the PO of record at home.
- If the PO of record is not available, use information available and determine whether or not to issue an A&D
- Enter an OMIS movement is an A&D or warrant is issued
- Enter a contact note regarding the case activity

Parole Office Burglary or Fire or other emergency

- Contact LEO (if not already on the scene) and file a report
- Contact fire department (if not already on the scene)
- Contact Parole Director
- Contact for emergency repair of any damage to windows, doors or exterior structure
- Contact for emergency security of the office

Offender death in contracted program

- Get information about the situation
- Ensure that LEO and/or EMT have has been called to the location
- Notify Parole Director
- Notify KDOC Public Information Officer
- Contact or ensure that program staff or LEO contacts offenders family

High profile media event

- Notify Parole Director of situation.
- Notify KDOC public information officer

Safety Plan for Designated Offenders

CONFIDENTIAL

Offender name and number: _____

Address and phone: _____

Check one: ☐ Violent Offender ☐ Sex Offender ☐ Other

Synopsis of why offender is being designated as high risk: _____

Provide information about places that the offender might be located if AWOL. Include names and addresses of family, friends, or other possible locations:

Emergency Procedures

If an AWOL occurs during business hours, contact the PO or PS who will make the emergency contacts. If the PO and PS are not available, contact the parole duty officer.

Parole Officer name and phone number: _____

Parole Supervisor name and phone number: _____

Duty Officer Phone number: _____

(see page 2 for additional notification requirements)

If offender goes AWOL outside of business hours, contact the parole duty officer who will make the following contacts:

*Check boxes to indicate the contacts that will be required if the offender goes AWOL.
Provide name, address and phone number for each required contact.*

- ☐ Parole Officer:
- ☐ Parole Supervisor:
- ☐ SEO Supervisor
- ☐ Victim Services:
- ☐ Victim:
- ☐ Law enforcement agency:
- ☐ Other:
- ☐ Other:

Prepared by:

Approved:

Parole Officer

Parole Supervisor

Date